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OFFICE OF
DEFECTS INVESTIGATION

May 21, 2004

George H. Person
Chief, Recall Management Division
Office of Defects Investigation
Enforcement
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C. 20590

Re: Recall 04E-022
Durakon Industries

Dear George:

In accordance with §573.6(c)(9), I am enclosing a representative copy of a recall reminder letter related to the above-captioned campaign that was recently sent by Durakon Industries to more than one distributor.

Please let me know if you need additional information.

Sincerely,

Erika Z. Jones / me
Erika Z. Jones

Enclosure



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May 19, 2004

Dear Distributor:

In early April, we announced a recall of AllStar and Patriot brand overrrail bedliners shipped since August 1, 2003 for 1999 to 2004 Model Year Chevrolet Silverado and GMC Sierra pickup trucks due to some fasteners that may not properly secure the liner to the pickup truck bed.

In previous written communications regarding this subject, and with verbal communications with the Durakon based Customer Support Department, we've asked that as a distributor of these bedliners, you assist us in collecting the information necessary to process mailings to your consumer and dealer customer base. Information that you provide us will be used only for this recall purpose and will not be forwarded or exchanged with any other party.

The question has come up whether you can contact your customer base directly rather than supply the information to Durakon and have us make the contacts. Yes, you may make contacts yourself. However, if you decide to make the contacts yourself, you must follow the procedures outlined below:

1. First, contact the Durakon Customer Support Department at 1-800-933-4200 to let them know that you will be making consumer and/or dealer contacts yourself. Should you decide to make the contacts yourself, you will be required to follow the additional steps described below.
2. Any consumer contacts you make should be in writing using the letter and envelope that has been authorized by Durakon and approved by NHTSA. Copies of the letter and the envelope will be sent to you for your use.
3. Any dealer contacts you make should be in writing using the dealer letter that has been authorized by Durakon. Copies of the letter will be sent to you for your use.
4. All corrective actions that are taken to replace either fastening systems or bedliners that have been installed in pickup trucks, or to replace installation kits for bedliners in dealer inventories, must be tracked using the appropriate registration card. A copy of a drawing and flow chart describing actions that should be taken based on the specific situation involved with bedliners and pickup truck model years, and the corresponding registration card that should be used, will be sent to you. A supply of registration cards will be sent to you for your use. Also, copies of the initial distributor and dealer instruction letters that were originally sent to you will be sent to you for your reference.
5. You must retain a log containing the names and dates of all specific consumer and dealer contacts that have been made and corrective actions that have been taken. It is important to maintain the log for those consumers that you have directly contacted as well as those consumers that your dealers have contacted, and all the corrective actions that have been

taken. The log should also identify the number of bedliners in your inventory, and the number of bedliners in dealer inventories, that have been converted to the new fastening system.

6. You will be contacted monthly by the Durakon Customer Support Department to provide them with the total number of consumer and dealer contacts that have been made by you, the consumer contacts made by your dealers, the corrective actions that have been taken and the number of bedliners in your inventory as well as the number of bedliners in your dealer inventories that have been converted to the new fastening system. Durakon will be using this information to report recall completion to the federal government, so the log you develop must be maintained accurately and timely.

Please contact the Durakon Customer Support Department at 1-800-933-4200 if you have any questions regarding the above procedures.

Your patience, understanding and support are appreciated. If we can be of assistance to you and/or your staff during the consumer/dealer contact, or any part of this process, please do not hesitate to contact Durakon Customer Support at 1-800-933-4200.

Sincerely,

Durakon Industries, Inc.